



AGENDA

BOARD OF DIRECTORS SPECIAL MEETING

Wednesday, January 14, 2026 – 2pm

West Center Auditorium / Zoom

*Code of Conduct

Directors: Kathi Bachelor (President), Candy English (Vice President), Beth Dingman (Secretary), Nellie Johnson (Treasurer), Bart Hillyer (Assistant Secretary), Steve Reynolds (Assistant Treasurer), Dave Barker, Marge Garneau, Bev Lawless, Lanny Smith, Jodie Walker, Scott Somers (non-voting)

AGENDA TOPIC

- 1. Call to Order / Roll Call – Establish Quorum**
- 2. Amend/Adopt Agenda**
- 3. Action Items**
 - A. Guest Pass Policy
- 4. Member Comments** - Members are asked to provide their name and GVR member number. Please limit comments to two (2) minutes.
- 5. Adjournment**



Board of Directors Special Meeting

Guest Pass Policy Implications

Prepared By: Scott Somers, CEO

Meeting Date: January 14, 2026

Presented By: Scott Somers, CEO

Originating Committee / Department:

Administration

Strategic Plan:

Goal 1: Provide excellent facilities for members to participate in a variety of active and social opportunities

Action Requested:

Discuss and reconsider recent Guest Pass Policy changes

Background Justification:

The Board approved a Board Affairs Committee (BAC) recommendation to amend the Guest Pass Policy on November 19, 2025, to go into effect January 1, 2026. Staff and the Board have received significant and valid feedback from members concerning the changes. To summarize, the primary concerns relate to limiting the number of persons per pass to 1. The policy previously allowed up to four. Since it is now limited to 1 pass per person, members are required to purchase additional guest cards. An example of this additional expense is as follows: Three (3) adult guests visit a GVR member. All guests would like to enjoy the hot tub for about 20 minutes. The previous policy of allowing up to 4 members to use an Annual Guest Pass would cost \$85 and the pass purchased is still valid and until the end of a calendar year. Since the new policy allows only 1 person per pass, a member could use their Annual Guest Pass for 1 of the 3 guests at a cost of \$85, but would need to purchase two additional Daily Guest Passes for the other two guests at a cost of \$10 per person, plus a \$5 card issuance fee per card (a onetime fee unless needed replacement) for a grand total of \$115, plus the inconvenience of having to purchase the additional cards. The member could also and instead purchase three Daily Guest Cards at a cost of \$30, plus \$15 for the card issuance fee for a total of \$45, but it is expected that most members would purchase and then use their Annual Guest Pass and purchase the additional two Daily Guest Passes.

While the goal here was to eliminate loop holes that existed in the current policy, which allowed unlimited use of the Annual Guest Card (over 500 swipes on one year for a particular guest), and to make it easier for staff to enforce the policy, the policy changes were not intended to increase member costs or inconvenience. However, these appear to be the unintended consequences of the policy changes.

To rectify this situation and to ensure a high level of customer service to our members, Staff provides the following recommendations for consideration: Allow 2 persons to utilize one guest pass for all guest passes.

Since guest passes have already been sold in 2026, decreasing the fee now for a Daily Guest Pass may appear inconsistent since some members have paid \$10 and future purchases

would be \$5. Staff therefore recommends maintain the current \$10 fee for Daily Guest Passes but allow up to two guests to utilize one guest pass for all guest passes

Fiscal Impact:

Any fiscal impact to policy changes won't be known until the "actual" amounts are finalized and audited after the end of the next fiscal year.

Options:

- 1) Amend CPM 1.2.2 Guest Policy to allow 2 persons to utilize one guest pass for all guest passes.
- 2) Amend CPM 1.2.2 Guest Policy to allow 4 persons to utilize one guest pass for all guest passes.
- 3) Decrease the cost of the Daily Guest Pass from \$10 to \$5.
- 4) Any other configuration.
- 5) Maintain the existing guest pass policy.

Staff Recommendation:

Option #1

Recommended Motion:

Option #1: Amend CPM 1.2.2 Guest Policy to allow 2 persons to utilize one guest pass for all guest passes.

Attachments:

- 1) November 19, 2025 Staff Report



Green Valley Recreation, Inc.

Board of Directors Regular Meeting**Guest Pass Policy CPM Changes****Prepared By:** Scott Somers, CEO**Meeting Date:** November 19, 2025**Presented By:** Scott Somers, CEO**Originating Committee / Department:**

Administration

Strategic Plan:

Goal 1: Provide excellent facilities for members to participate in a variety of active and social opportunities

Action Requested:

Consider approving the Board Affairs Committee (BAC) recommended changes to the Guest Pass Policy

Background Justification:

GVR staff has brought forth issues and challenges faced regarding the current guest policy. In 2022, the Board revised the guest policy to reduce the number of guests allowed per pass from unlimited to four. While this helped staff with a stronger policy that is enforceable, the policy remains problematic. Staff is recommending that we align our policy with others in similar communities.

Members have voiced strong frustration over non-members having unregulated access to facilities they have financially supported. Left unchecked, this issue risks further diminishing the value of GVR membership and eroding confidence in our policies.

GVR has long-faced challenges with guest card misuse. Despite previous attempts to revise the policy, past efforts have been insufficient, and misuse continues to grow. While a large portion of our membership is aware of the policy and adheres to it, there is an increasing number that do not. This misuse has continued to intensify with improperly using Guest Cards for tenants/Airbnb and VRBO rentals as well as local friends and neighbors. The misuse is predominantly found with Annual Guest Cards and Complimentary Guest Cards.

During the BAC's May 13, 2025, meeting, it was decided to develop a survey to understand how GVR's members think about the current policy and potential policy changes. While a majority of those that took the survey say it is "very important" to maintain an Annual Guest Pass, the majority that took the survey don't purchase guest passes. When asked if members were concerned about unauthorized guests using GVR facilities, the majority stated they were very concerned or somewhat concerned.

The vast majority of guest pass violations involve the use of Annual Guest and Complimentary Guest Passes, as stated above. However, since guest passes are intended for those guests that live 20 miles or greater from the GVR boundary and allow up to 4 guests per card, and are intended for "temporary" guests, many guests that use them are not violating any policy. For example, a guest could reside in Tucson and use GVR facilities 200 times in a year since "temporary" isn't defined.

Many similar organizations refrain from using such vague terms and instead allow a member to purchase a guest pass that is good for 15-30 days and/or limits the number of times any individual can be a guest to a specific number of days per year, such as 15-30. The easier approach for GVR would be to limit the number of days per pass, rather than limiting the number of days an individual can be a guest which would require GVR to know the names of each guest, and possibly require an ID from each guest.

It was suggested that a “punch card” could possibly replace the Annual Guest Card. A punch card, for example, could be purchased and loaded with 30 days of guest access. Members who prefer the one-time purchase and convenience of an Annual Guest Card could instead purchase such a punch card for use by their guests, without knowing specific dates, until all of the days have been used within a one-year period. GVR’s current software does not allow for this option at this time, but staff are looking into software alternatives that do.

During the BAC meeting on September 9, 2025, the BAC recommend the Board replace the current Annual Guest Pass with a 30-day “punch card” once the software allows; limit persons per guest pass to one; limit guest passes to days, weeks, and 30-days. While the BAC voted to recommend limiting persons per guest pass to one, there was strong support for limiting persons using the Annual Guest Pass or Annual 30-day punch card to two to allow for use by couples. Staff supports this alternative.

On October 14, 2025, the BAC recommended changes to the Corporate Policy Manual (CPM) which reflect and support the guest pass policy recommended changes.

To protect member benefits and ensure fair access, we recommend revising our guest card policy to reduce opportunities for misuse. These changes should be made to help preserve the integrity of GVR membership while maintaining an enjoyable experience for all members.

Fiscal Impact:

Any fiscal impact to policy changes won’t be known until the “actual” amounts are finalized and audited after the end of the next fiscal year.

Committee Options:

- 1) Approve the recommended changes for CPM 1.2.2 Guest Policy as drafted.
- 2) Approved the recommended changes for CPM 1.2.2 Guest Policy as drafted, but limit persons using the Annual Guest Pass or Annual 30-day punch card to two instead of one to allow for use by couples.
- 3) Recommend any other configuration.
- 4) Recommend maintaining the existing guest pass policy.

Staff Recommendation:

Option #1 or #2

Recommended Motion:

*I move to approve the recommended changes for CPM 1.2.2 Guest Policy as drafted **OR** as drafted but limit persons using the Annual Guest Pass or Annual 30-day punch card to two instead of one to allow for use by couples.*

Attachments:

- 1) CPM 1.2.2 Guest Policy Redlined
- 2) Guest Pass Survey Results and Data